ELECTRONIC THEATRE RESTAURANTS

PIZZA TIME THEATRE

GAME ROOM ATTENDANT

TRAINING MANUAL

9/13/82

ELECTRONIC THEATRE RESTAURANTS

Job description: Game Room Attendant

Reports To: Manager on Duty

Function: To insure guest satisfaction in the Gameroom by enforcing all Gameroom rules, and to maintain all games, rides and general Gameroom appearance.

GENERAL DUTIES

1. Greet all guests.
2. Assist guests in game selection and answer all question'$ concerning games.
3. Enforce all Game Room regulations according to company standards.
4. Keep Game Room appearnace up to company standards.
5. Maintain Cheese Rolls in proper working order.
6. Assist guests with any problems encountered in the Game Rooms.
7. Properly complete Game Down Report.
8. Complete all opening, closing, and additional duties as assigned by manager on duty.

POSITION QUALIFICATIONS

1. An out-going, polite person.
2. Able to work well with people.
3. Helpful to have some mechanical backgrouud.

PERFORMANCE GUIDELINES

Game Room Attendant

The Game Room Attendant plays the leading role in creating a fun and entertaining atmosphere in the Game Rooms (otherwise referred to as the Fantasy Forest and the Kiddie Room). Through the use of his/her pleasant personality and his/her overall knowledge and understanding of the games and rides, the person in this position will help to make each guest's visit to Pizza Time Theatre a memorable one.

GREETING OUR GUESTS

In that the primary reason for coming to Pizza Time Theatre is to have fun, it is very important that the Game Room Attendant make all our guests feel welcome and be as helpful as possible. This attitude is especially crucial due to the constant public contact involved with this position. A guest's first impression will be the most important one upon entering the Game Rooms. The Attendant will need to greet each person in a warm, genuine, and helpful manner. Below are a couple of examples:

1. Good evening, sir, thanks for stopping in to Chuck E.'s Fantasy Forest. Is there a particular game that you are interested in playing tonight?

2. Good afternoon, ma'am, there is a ride over in this corner that both your children can ride on at the same time.

GUEST ASSISTANCE

There are different areas of our Game Rooms which will require varying amounts of attention and guest service. Below is a brief discussion of each area. Note that constant circulation through these areas will be needed and one area may entail more attention than another.

1. Kiddie Room

   A. Rides - Know how they operate and what they do; there is a sixty (60) lb. weight limitation.

   B. Cheese Crawl - Know the height limitation posted on the crawl itself.

2. Fantasy Forest

   A. Video games - A thorough knowledge of all game-playing procedures and their complexities, as well as the locations of the games is absolutely necessary in order to adequately serve our guests. In answering questions of this type, determine what game (or type of game) the guest wants, and how much he/she knows about it. Some guests will need to be shown how to play, or at least receive an explanation as to how to play.

Remember that two (2) games of the same type may have different levels of difficulty and will be placed in different areas of the Fantasy Forest.

B. Cheese Roll and Wac-A-Munch are among the most popular games for adults as well as children. A complete understanding of the operation of the Cheese Roll games is essential, in terms of how to get nine (9) balls in each lane; how they score, and how the ticket dispensers work. Wac-a-Munch also has a ticket dispenser, though it will only give out a maximum of three (3) tickets at a time. Know that these tickets are valued at 1¢ a piece and can be used at Jasper's General Store toward the purchase of merchandise.

GAME ROOM REGULATIONS

There are a few general guidelines which govern the behavior of our guests while in the Game Rooms. These are primarily geared toward the safety of all guests and the games. Any potential safety hazards are to be reported to the manager on duty at once. Below is a list of these guidelines.

1. No smoking, eating, or drinking in these rooms.

2. The kiddie rides and the Cheese Crawl must be constantly monitored for safe conduct.

3. The games themselves must be monitored closely to prevent any damage to the games other than through normal use. Any breaking or damaging behavior toward the games must be reported immediately.

4. The best rule of thumb to follow is one of common sense: any behavior and/or excess noise which could effect guest satisfaction, cause personal injury, or cause damage to the games must be dealt with as quickly as possible.

5. One additional company policy governs the sale of tokens. Tokens are to be sold only out of the bill changers. They are not to be sold by employees or guests under any circumstances. Should there be any questions or problems concerning this policy, they should be directed to the manager on duty.

GAME ROOM APPEARANCE

There are certain standards of appearance which will be adhered to in the Pizza Time Theatre Game Rooms. These fall into four (4) major categories.

1. Pick up all litter on floor, especially around, in, and behind the games and rides. Collect any glasses and wipe up any spillage which may have occurred. Sweep the floor as needed to pick up smaller debris

2. All the kiddie rides, sit-down games, and the Cheese Crawl must be kept clean inside and out. Of particular importance here is the litter which can accumulate, and the finger smudges which get all over the interiors and exteriors. The slide on the Cheese Crawl will need to be cleaned also. A solution of soapy water (Liquid S) should be used for all of this cleaning.

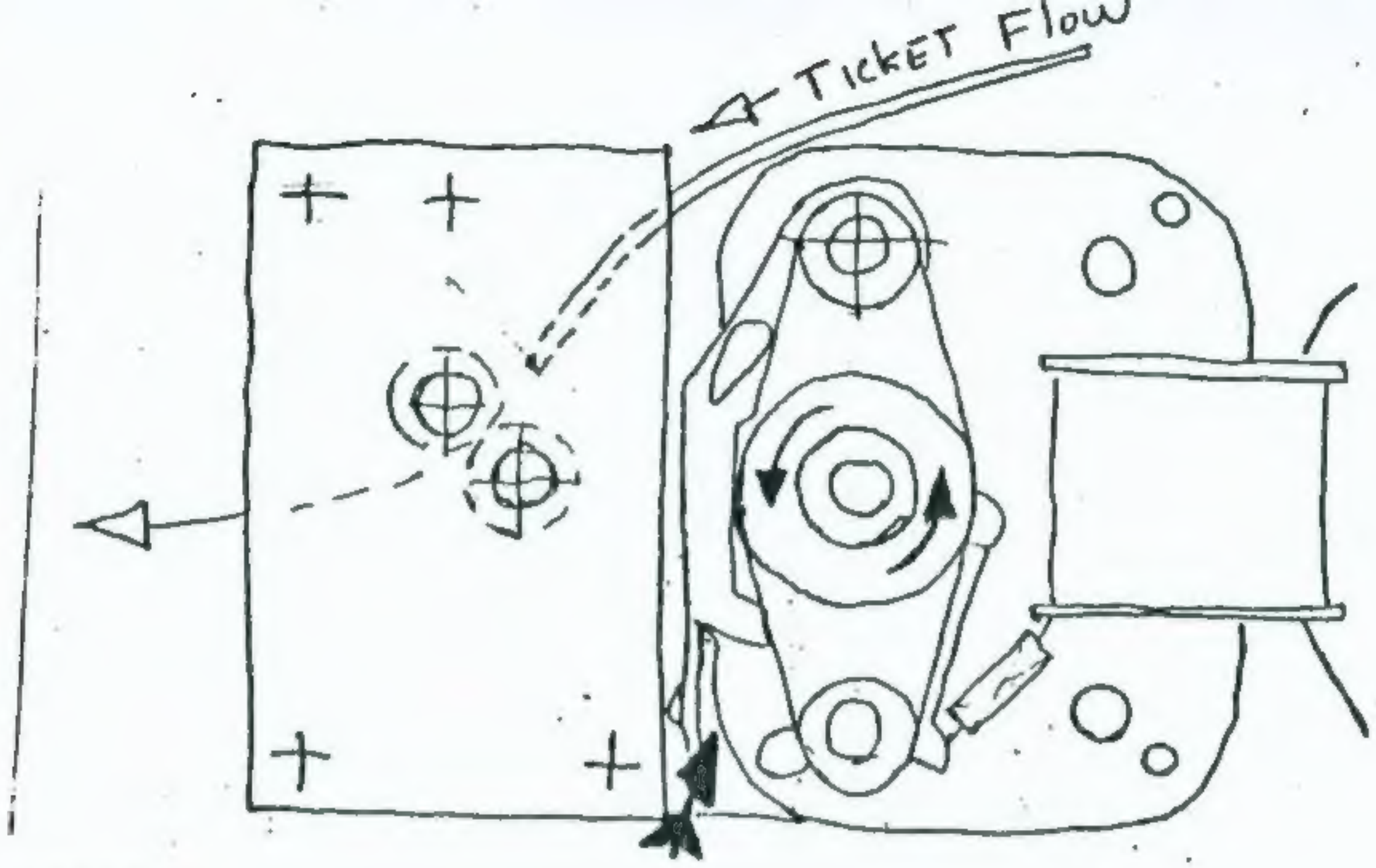
3. All of the video games must be kept clean at all times: the screens, the controls, and the cabinets, Glass cleaner with an alcohol base is to be used for this purpose with a dry towel.

4. All light bulbs must not only be changed when they burn out, but also be kept clean and dust-free, especially on the Wac-a-Munch and Cheese Roll games.

CHEESE ROLL MAINTENANCE

The Cheese Roll games are our most popular games and must be maintained in proper order. A thorough understanding of these games is necessary to this position. Every half (½) hour, check the ball count display to make sure there are nine (9) balls for each game. Every hour, depending on how busy the Game Room is, the ticket supply for each game should be checked and restocked if necessary. Below is a problem/solution guide for the Cheese Roll games.

PROBLEM	SOLUTION
Not enough balls	Look at ball count display-if less than nine (9) balls come down after token is inserted, game will go to game over in seven or eight seconds. Extra balls will usually be found in adjacent alleys. Use a token refund slip to acquire token to release balls in other alleys, and place required number of balls where needed.
No balls	Check coin mechanism for jam. Check adjustment of mechanism to make sure coins are hitting trip wire. Unscrew the adjustment until the token will drop through and hit the trip wire.
No tickets	Open ticket dispenser - are there tickets? Are they threaded through the rollers? In case of ticket jam push in here (see arrow, next page) to release motor brake and manually rotate the motor counterclockwise until jam is cleared. Rethread tickets following the diagram below.



PROBLEM	SOLUTION
Tickets run continuously	Ticket count switch needs adjusting. Switch is located in the top of the ticket dispenser. If adjusting count does not work, unplug ticket dispenser and plug in again.
No scoring or improper scoring	These problems are usually caused by broken or stuck switches. Lift playfield and check all switches. Physically activate each switch to make sure it is not stuck. Make sure wires have not been knocked loose.

If none of these solutions work, put game "Out of Order" and make sure that the game and its problems are recorded on the Game Down Report.

GAME ROOM PROBLEMS

It is frequently the case, when a guest has a problem with a game, that they have not pressed the START button. Sometimes, they have not checked the coin return slot or they have not pressed the coin return button to get their token back. Remember that most problems with these games can be taken care of without opening the machine. The guest does not understand the logic behind these games, whereas having this knowledge is the responsibility of the Game Room Attendant.

A Token Refund Slip (see copy attached) is issued to a guest who loses their token in a game and the Attendant is unable to make the game operate using the basic techniques described above. Fill this slip out in pen completely and accurately so that the guest may receive their refund with minimal time delay at the Front or Bar Registers. The only additional explanation required with the slip is in the "Amount of Game Tokens" section. The numeral, as well as the written number, must be entered here to avoid confusion in the quantity due to the guest (example - (2) two).

Below is a basic problem/solution guide for the video games and kiddie rides.

VIDEO GAMES

PROBLEM	SOLUTION
No picture	Is game plugged in? Is game turned on? Is there power at the A.C. outlet? Check all interlock switches.
Game will not accept tokens or give credits	Check for coin jams. Check mechanism adjustment, make sure coins are activating trip wire. Make sure you are putting in proper number of coins, some games require two.

KIDDIE RIDES

PROBLEM	SOLUTION
Ride does nothing	Is ride plugged in? Is there power at outlet? If no power, check circuit breaker. Make sure coin mech is adjusted and coin is activating switch when dropped in.
Ride does not stop	Check for stuck coin switch.

If none of these solutions work, put the game "out of order" and make sure that the game and its problem are recorded on the Game Down Report.

GAME DOWN REPORT

Any games or rides which cannot be repaired by the Attendant through the procedures mentioned above must be recorded on the Daily Game Down Report. This is the method of communicating with the unit's technician any problems there may be with games and rides. The Report is filled out during the course of the day as games are put "out of order." It is to be completed in ink in a very neat and orderly fashion.

OPENING DUTIES

1. Sign out the Game Room keys from the manager's office.

2. Assemble all "Equipment" mentioned below.

3. Check the cleanliness of the Game Rooms themselves and all the games and rides.

4. Check the Cheese Rolls for tickets and an adequate number of balls. in each.

5. Check all light bulbs.

CLOSING DUTIES

1. Sign in Game Room keys to manager's office.

2. Return all "Equipment" to proper places.

3. Clean all games and rides thoroughly.

4. Pick up all litter and debris on floors and sweep the carpet.

5. Thoroughly clean Cheese Crawl inside and out, including the slide.

6. Complete Game Down Report and turn in to manager on duty.

7. Complete any additional duties as assigned by manager on duty.

EQUIPMENT

Glass Cleaner
Dry Towel
Token Refund Slips
Pen
Bissel Sweeper
Tickets for Cheese Roll
Game Down Report
Small Screwdriver
Pen flashlight
Game Room keys

CHUCK E. CHEESE'S PIZZA TIME THEATRE

DAILY GAME DOWN REPORT

STORE NAME Southgate NO. 1001 PREPARED BY B. Smith DAY Mon. DATE Sept. 13 TIME 10:00 PM

GAME	ASSET #	DESCRIPTION OF PROBLEM	TECHNICIAN'S COMMENTS	DATE REPAIRED
Pac-Man	-	Gives 4 credits for each token		
Robotron	-	Joystick broken off		
Zaxxon	-	Manual fire button doesn't work		

WHITE—Service "Game Down Report" Binder YELLOW—Gameroom "Game Down Report" Binder PINK—Corporate

Chuck E. Cheese's
Pizza Time Theatre

Dear Customer:

To help us determine failures of our games in Chuck E.'s Fantasy Forest, please fill out the information below and a refund will be cheerfully given.

☑ Refund
☐ Birthday
☐ Group
☐ Manager
☐ Technician

Name of game Pac-Man

Date 9-13 Store No. 1001

Employee/Cashier B. Smith

Customer _____

Amount of Game Tokens (1) One

ETR/PTT GAME ROOM ATTENDANT TRAINING MANUAL

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